



A year built in collaboration with incredible
people and organizations that shared our goal of
enhancing the lives of seniors in the community



OUR MISSION IS TO PROVIDE
PROGRAMS AND SERVICES



TO PROMOTE THE PHYSICAL, EMOTIONAL

AND SOCIAL



WELL-BEING OF



ADULTS 55+ LIVING IN OUR

DIVERSE COMMUNITY.



ABOUT NYSC

ENHANCING THE LIVES OF SENIORS

In 1974 a small group of seniors wanted to do away with the monotonous and sometimes lonely hours of being a senior, so they lobbied local officials for a place where they could meet others, play cards, have fun and stay engaged in their community.

That is how **North York Seniors Centre** (NYSC) started. We've come a long way since then...

From those humble beginnings 43 years ago, NYSC has grown into a multi-site organization, and has expanded its services to meet the diverse and changing needs of thousands of seniors.

The **Active Living Centre** located at 21 Hendon Ave hosts a variety of fitness programs, lifelong learning courses, day trips, special events, and wellness services for adults 55+ looking to stay active and social during their retirement.

A Day Away Club provides client-centered care for older adults with physical frailties or cognitive challenges. Our focus is on ensuring that the physical, social, intellectual and spiritual needs of clients are met in a safe environment. Activities include group discussions, exercises, games, arts, and music. Our clients decide which programs they want to participate in.

When an extra bit of help is needed, **In Home Services** assist seniors to live safely and comfortably in their own home or during a hospital stay. Services available include bathing, dressing, and toileting, light housekeeping, meal preparation, and companionship.

Our **Client Services** team makes it easier and safer for seniors to stay in their homes and maintain their independence through the following programs and services: Community Dining, Security Check, Caregiver Support, and Transportation.





MESSAGE FROM THE CHAIRPERSON AND THE EXECUTIVE DIRECTOR

As we came to the end of our Strategic Plan timeline, we turned our attention to reviewing our strategy going forward, and took the opportunity to look back at our achievements.

Based on our Strategic Plan, over the past three years, we have worked towards:

- Using a client focused lens when planning and delivering programs
- Applying a health and wellness philosophy across the organization
- Maintaining funding from current donors
- Building an internal capacity to fundraise
- Exploring partnerships and integration in an effort to create efficiencies in service delivery
- Sharing best practices with partners in the community and learning from others
- Rebranding our corporate identity with a new logo and corporate colours to modernize our face in the community
- Creating efficiencies that produced positive changes in our staffing model; lean training has been implemented in order to fine tune our processes
- Continuing volunteer recruitment and training
- Aligning our physical environment with delivery of programs and services, and

- Developing an annual accreditation cycle to monitor the recommendations from our CARF survey, and to address all new/modified CARF standards

The volunteers that make up our Board of Directors and its Committees continued their work of providing governance and support to North York Senior Centre. The following committees: Governance, Quality Audit, Stakeholder Relations, Fundraising, and Executive, have their own goals to support the objectives of the organization.

The work also includes ensuring our Board is run in the most effective manner possible, recruiting new members to our Board, monitoring and reviewing the organization's financial performance, presenting the internal budget for approval, engaging in Board-to-Board dialogue with similar organizations in our sector, helping raise much-needed funds to support senior programming, and reviewing submissions to our primary funders – just to name a few!

In addition, the Board undertook an extensive stakeholder consultation process ahead of the development of the new Strategic Plan. This ensured that those with an interest in the organization had an opportunity to express their views on our future.

We also carefully analyzed our external environment, internal capabilities and positioning within the health care sector. The outcome of the strategic planning process is now being

finalized and a new Strategic Plan—which will guide us through the next three to five years in a rapidly changing and challenging health sector—will be approved by the Board in the near future.

Any organization is only as good as its people. We are very fortunate at NYSC to have so many dedicated people supporting us, and in turn help support our community. We would like to take this opportunity to express our sincere thanks to all NYSC volunteers, staff, clients, caregivers, community partners and funders. The contribution made by each of these groups is what makes us a success. Without your contribution, it simply wouldn't be possible.

We look forward to continuing our pursuit of providing the best quality programs and services for seniors in our community.

Respectfully submitted,



Peter Fuchs
Chairperson,
Board of Directors



Candace Thomson
Executive Director

P.S. We would like to take this opportunity to acknowledge the retirement of one of our Directors, Sharon Gold. Sharon started with the organization in 2001 and has been very dedicated to putting our clients' well-being in the forefront. Sharon's responsibilities included the oversight of A Day Away Club, our Transportation Services and, our Outreach Team. We will miss Sharon but wish her the very best in her future endeavors.





OUR PROGRAM RESULTS

We are pleased to share our program results for fiscal year 2017.

ACTIVE LIVING CENTRE

A Place for Energy, Creativity and Community

The Active Living Centre (ALC) offered 83 distinct programs and health & wellness services in 2017 that helped seniors enjoy a positive, enriching lifestyle. Our programs encourage members to be physically and mentally active, and to build meaningful, lasting social connections.

ALC also houses *The Café*, which is open for breakfast and lunch from Monday to Friday, and serves up hot meals, BBQ and snacks throughout the year.

- 1,796 members were served
- The majority were in the age range of 65-84
- The greatest increase in membership was in the 95+ age group
- 111,716 hours of programs and services were delivered
- The Café served 9,654 meals
- 76% of members were women
- The majority of members were from four cultural backgrounds: Canadian, Chinese, Korean and Persians

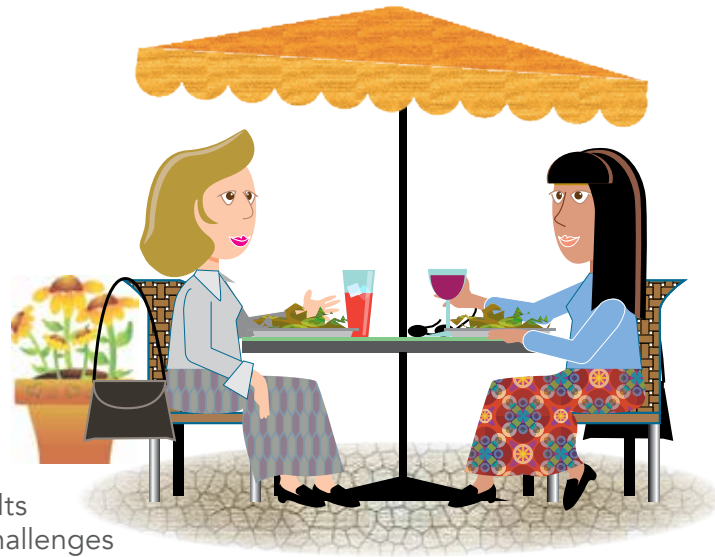
*“98% of clients surveyed said they would recommend the ALC to their family, friends, and neighbors” **

Active Living Centre



A DAY AWAY CLUB

For the Mind, Body and Soul



A Day Away Club (ADA) provides older adults dealing with physical frailties or cognitive challenges an opportunity to socialize, be active and have fun in a safe and caring environment.

Led by trained, professional staff, daily activities include lively group activities, light exercises, a nutritious lunch and snacks, special events, arts, crafts, and more!

ADA also benefits caregivers as it affords them time to attend to personal needs or to simply rest and relax.

- 104 clients were served
- The majority of clients were 75+
- Delivered a total of 6,890 days of service, which means that, on average, each client spent 66 days in A Day Away Club enjoying activities of their choice

*“95% of clients felt that staff members were very attentive to their needs, while 5% felt they were somewhat attentive” **

* Based on those who responded to the Client/Member Satisfaction Survey.

PROGRAM HIGHLIGHTS

ACTIVE LIVING CENTER

CLIENTS.....	1,796
HOURS OF SERVICE DELIVERED.....	111,716
VOLUNTEERS.....	255
EMPLOYEES	5

A DAY AWAY CLUB

CLIENTS.....	104
DAYS OF SERVICE DELIVERED	6,890
VOLUNTEERS.....	14
EMPLOYEES	7

CLIENT SERVICES

CLIENTS.....	1,780
UNITS OF SERVICE DELIVERED (RIDES, VISITS AND HOURS)	28,956
VOLUNTEERS.....	6
EMPLOYEES	3

IN HOME SERVICES

CLIENTS.....	336
HOURS OF SERVICE DELIVERED (IN HOME COMMUNITY)	13,175
DAYS OF SERVICE DELIVERED (IN HOME ASSISTED LIVING).....	37,390
VOLUNTEERS.....	18
EMPLOYEES	64

PROGRAM RESULTS

IN HOME SERVICES

Making Life Easier at Home and in the Community

NYSC helps seniors live safely, independently, and comfortably whether they reside in their own homes or in one of the three senior residential buildings serviced by us 24 hours per day, 7 days per week. Our professionally trained and caring team of personal support workers (PSWs) provide a variety of services that include: personal care, light housekeeping, meal preparation, escorting to appointments, medication assistance, 24-hour emergency response, and more.

Beyond our listed services, our PSWs generously share loads of smiles and warm hugs with our clients—simple gestures that can mean the world to an isolated senior—and sometimes that’s all that’s needed to make their day special.

- 336 clients served; most were 75+ and lived on their own
- The top three requested services were: personal care, light housekeeping, and emergency response
- 79% of clients were women
- The majority were from the following cultural backgrounds: British, Canadian, Chinese, Jamaican, Jewish, Russian, and South Asian



In Home Assisted Living

*“95% of our clients are satisfied with the in-home services they received from us, and 99% of them felt that these services were helpful to them” **

In Home Community

*“100% of our clients felt that the services [we provided] were helpful to them and 96% were overall satisfied with our service” **

CLIENT SERVICES

Supporting Seniors and Their Families

NYSC's Client Services team makes it easier and safer for seniors to stay in their homes and maintain their independence. We offer a list of services such as referrals, community dining program, caregiver support, educational workshops and programs, and transportation.

- 1,780 seniors served, with the majority 75+
- 28,956 units of service were delivered (visits, rides, and hours)
- Expanded service area to meet clients' needs going to their medical appointments and social rides
- Most clients either lived on their own or with their spouse

*“92% of clients are satisfied with NYSC's transportation services” **

“About 80% of caregivers felt they were better able to cope with their caregiving roles thanks to the support they received from NYSC. Our team continues to find new ways to better assist them”*



* Based on those who responded to the Client/Member Satisfaction Survey.



FUNDRAISING EVENTS AND GRANTS

TOTAL FUNDS RAISED FOR
FY 2017: \$295,237.35

GRANTS: \$259,800.00

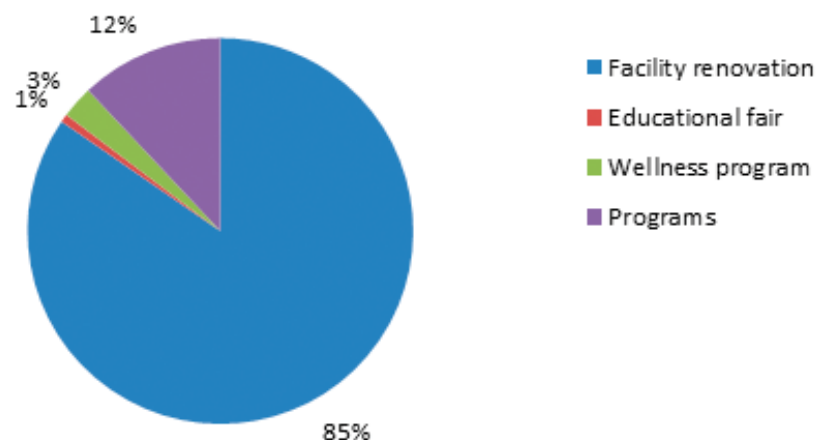
DONORS	AMOUNT
CENTRAL LHIN - ONE TIME CAPITAL FUNDING	\$74,800.00
EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA	\$25,000.00
MINISTRY OF SENIORS AFFAIRS	\$8,000.00
OLDER ADULTS CENTRE ASSOCIATION OF ONTARIO AND MINISTRY OF SENIORS AFFAIRS	\$2,000.00
ONTARIO TRILLIUM FOUNDATION	\$150,000.00

FUNDRAISING: \$35,437.35

EVENTS	AMOUNT
BETTER WITH AGE	\$11,579.00
DIRECT MAIL AND GIVING TUESDAY	\$9,634.00
EVERY PENNY COUNTS	\$573.35
FOOD TRUCK FRIDAYS	\$500.00
VALUEMART STAFF FUNDRAISING (BAYVIEW AND CUMMER)	\$2,081.00
WALK-A-THON TORONTO CHALLENGE	\$11,070.00

GIFTS IN KIND: \$14,608.00

Funding Action Areas: \$295,237.35



FUNDING OUR WORK

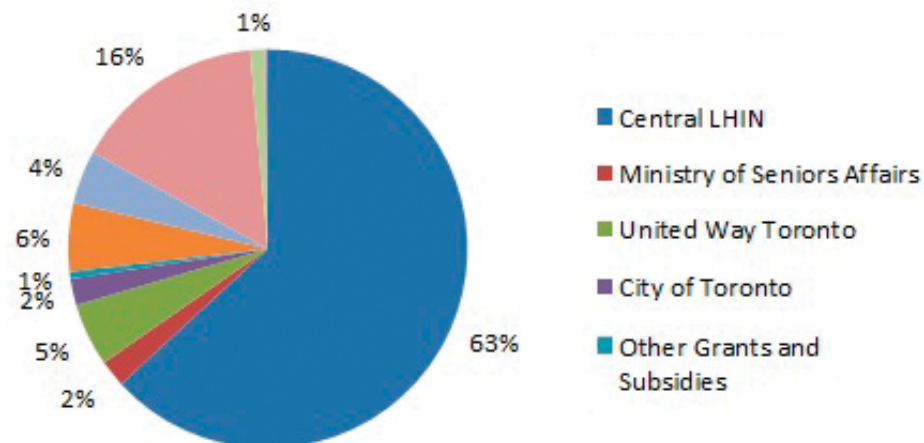
BASED ON MARCH 2017 AUDITED FINANCIAL STATEMENTS

To support our work in 2017, we raised funds from a variety of sources including:

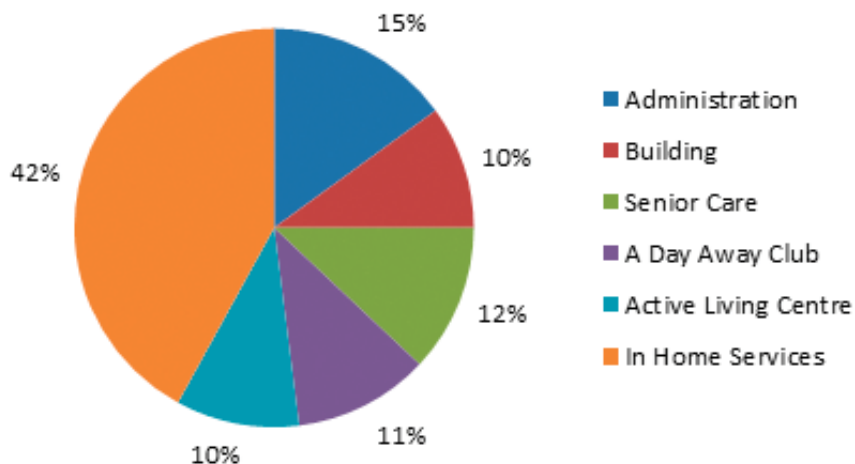
- Donations from generous individuals and corporations
- Grants from Canadian government and other sources, and
- Special events

We work hard to maintain a balance between using your donations and making sure our programs and services are most effective. In 2017, we used only 15% of our total expenses for administration and fundraising.

Revenue: \$4,306,156



Expenses: \$4,227,298





You MADE IT HAPPEN...

ORGANIZATIONS

ACCESSIBLEHOMEFINDER.
COM-RE/MAX UNIQUE
AMICA AT THORNHILL
AVRON FOODS LTD.
BEDFORD MEDICAL ALERT
BRIGHTSTAR OF NORTH YORK
CANTERBURY PLACE
RETIREMENT RESIDENCE
CCAC - NORTH YORK
CN TOWER
COMPU2000
CONNECT HEARING
CONSTANTIA RETIREMENT

RESIDENCE
COSTCO - DOWNSVIEW #535
DELITE BITE
DELMANOR NORTHTOWN
RETIREMENT RESIDENCE
FAITHFUL FINANCIAL
GIBSON RETIREMENT
RESIDENCE
GLENCORE CANADA CORP.
HATCHER FLORIST
HEARING SOLUTIONS
HERE TO CARE
HIGHLAND FUNERAL HOME

HOME CARE ASSISTANCE
HOME INSTEAD
SENIORS CARE
IN AND OUT ORGANIZING
INSURANCELAND
JERRETT FUNERAL HOME &
LIFE CELEBRATION CENTRE
KEURIG CANADA INC.
LANSING RETIREMENT
RESIDENCE
LUMACARE
MCIS LANGUAGE
SOLUTIONS

METRO SUPERMARKET #712
MOAIC HOME CARE LTD.
OLDER ADULT CENTRES'
ASSOCIATION OF ONTARIO
ONTARIO POWER
GENERATION INC.
PEYMSKI FOOD TRUCK INC.
R. S. KANE
FUNERAL HOME
RED COATS MOVING
SOLUTIONS INC.
RMI PROMOTIONAL
ADVERTISING LTD.
ROMI'S SHAWARMA

SENIOR CARE
CONNECT INC.
SENIOR DISCOVERY TOURS
INC.
SENIORS FOR SENIORS
SENIOR HOMECARE
BY ANGELS
SOUL RESTAURANTS
CANADA INC.
TELUS
THE AREPA REPUBLIC
THE BENEVITY COMMUNITY
IMPACT FUND
THE CANADIAN BRIDGE

FEDERATION CHARITABLE
FUND
THE DONWAY RETIREMENT
RESIDENCE
THESIGN CONSTRUCTION
MANAGEMENT INC.
THORNE MILL ON STEELES
RETIREMENT RESIDENCE
TORONTO AUDIOLOGY
ASSOCIATES
UNIQUE REHABILITATION &
PHYSIOTHERAPY
VALU-MART ON BAYVIEW
VERTRAETE TRAVEL

INDIVIDUALS

ADAM GAGNON
AGNES McCUBBIN
AILENE MARCELINO
ALBERT KIM
ALEX & SHARON GOLD
ALICE GOLDMAN
ALICE MORAN
ALICE NICHOLSON
ALICE TSANG
ALICE YONG
AMANDA RATAJ

ANA FEREAUD
ANDREA RATAJ
ANDY HUNTER
ANGELA FERNANDO
ANGELA MARLEY
ANGELINA LIM
ANICE PETROVIC
ANN McLEOD
ANN PADMORE
ANNE VALLENTIN
ANNELISE BORK

ANNETTA LAU
ANNETTE CHEN
ANNETTE TILL
ANTHONY & LIEDEWIJ HAWKE
ANTONINA GUTIERREZ
APRIL STEVENS
ARIO KOSHBIN
ARNOLD MARCUS
ARTHUR SINUKOFF
ASHLEY CASE
AUBREY MARSHALL

BARBARA AVER
BARBARA JONES
BARBARA LEVINE
BARBARA ROGERSON
BARBARA RUFF
BARBARA TURNER
BERNARD COMER
BETTY GURLAND
BEVON BOOTHE
BIJAN VAKILI
BREANNE O'BRIEN

BRIDGET FRANK
CARMEN DE SOUZA
CAROLYN McMurtry
CATIA COSTA
CECIL CHIOUITTI
CECILIA STEVENS
CEDRIC & JULIA PAES
CELIA FENG
CHARLES MAYNE
CHEUNG YEUL PARK
CHON KIM

CLAIRE YUM
CYRIL FIELD
DAVID McLIMONT
DENISE BAMBER
DEREK SMITH
DIANA CHAN
DIETMAR & KATHRYN
SEELMAYER
DOMINIQUE BAY
DON ZACHER
DONNA NABEL
DOREEN SCOTT

DOROTHY DIES	GLENDIA HONEYMAN	JOAN PATTERSON	LYNN LEE	MONICA FERAN	SHANNON PARRETT	SYD PEARL
DOUGLAS ALDERSON	GLENN THOMAS	JODIE MOORE	LYNN SYMONS	NAEEMA ABIDI	SHANNON RYAN-NEAL	TANIA COSTA
DOUGLAS CORBETT	GLORIA ACKER	JOE AQUINO	M. KULENDRAN	NAMET ILAHI	SHARON CRISP	TED WALKER
DUARTE ORNELAS	GLORIA LOO	JOHN & JUDY ROSEVEAR	MABEL LAW	NATASHA KAAAN	SHARON JARVIS	THOMAS SMITH
EILEEN NEUTS	GORDON BURCHILL	JOHN CHALMERS	MADELAINE HARE	NEIL BURNHAM	SHEENA ABEYSINGHE	TIMOTHY PELLEW
ELENA McLAUGHLIN	GRANT BOLT	JOHN SUN LEE	MADELEINE SHABO	NICHOLAS SORBARA	SHEIK IBRAHIM	TOM & LINDA RATAJ
ELIZABETH KHOSLA	GREGG MacDONALD	JOSEPH GRANT	MAHIN ZAEIMI	NORMA POULTON	SHEILA DE GANNES	TRACEY WOO
ELIZABETH LUDGATE	GRIGORE & FELICIEA	JOSEPHINE DE SOUZA	MAHRUKH SOPARIVALA	PALLAVI JOSHI	SHEILA THOMAS	TUULIKKI BELLE
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ELVINE JIN	HANNELORE WERNER	JOYCE BISSET	MARGARET HALMER	PAULA HERNANDEZ	SHIRLEY CLINKARD	VIVIAN IGNACIO
EMELY GAGTAN	HELEN BERGMAN	KACHIKO ONO	MARGARET SCOTT	PECK TIAN CHANDRAN	SHIRLEY GRANT	WALTER BILJAN
ETHEL MOORE	HELEN COULTER	KAM & OPHIE MARK	MARGARET SMITH	PI-JUNG PAN	SHIRLEY HUTCHISON	WANDA CHRISTIANSEN
EVELYN LAX	HELEN LEON	KAREN PARSONS	MARIA HERNANDEZ	RAISA ZONIS	SHIRLEY KLEES	WEI YUAN GAO
EVELYN WONG	HELEN PREBBLE	KAREN SHUSTER	MARIA JEONG	REMILYN CAMPOS	SHIRLEY MURRAY	WINSTON THEOBALDS
FARROKH FARMAD	HELEN VARGA	KATHRYN McCARTNEY	MARIA RICO	RICARDO ARCHER	SHU BIU DANG	YAN LIU
FELIXS YAGUDIN	HELGA VOSS	KERRY DESROCHES	MARIANNA STANCIULESCU	RICHARD ANG	SIDNEY ASSOR	YASUO & TAEKO
FENTON & SHERLENE	HENRIETTA DANIEL	KILL-NAM LEE	MARIANNE ARDOLINO	ROBERT FARRAWAY	SOHEILA MAHBOD	KUWABARA
JAGDEO	HENRY SHEA	KIM LO	MARIE McCARTNEY	ROBERT HAYASHI	SONJA JUGLOFF	YIN JYH KUO
FERNANDE CALEY	HILDA MOESSNER	KIN ON WONG	MARIE MOFFETT	ROBERT MAHALEC	STACY CHUNG	YOUNG CHANG KIM
FLORENCE KINGSTON	HILDE EWERT	KOKILA FERNANDES	MARILYN JOHNS	ROLAND BERGMAN	STELLA IP	YOUNG HEE KIM
FLORIZEL BROWN	IDA CHAN	KRISHAN GOEL	MARION CALTON	RORY & CANDACE	STEPHEN CHOW	YUET WAH LAI
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GAYE SANG	JAMIE MAYER	LINDA LAU	MASOUMEH HAJIMIRZA	SELMA OPLER		
GEORGE & ELIZABETH	JAN GRAMMICK	LINDA YOO	MAUREEN BURROW	SETSUKO THURLOW		
O'BRIEN	JANE CHEN	LIZA FRANCES	MEE LING CHEUNG	SHAHIDEH		
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GEORGE FALKNER	JANET BATCHELOR	LORETTO JONES	MELISSA KERR			
GEORGE ZAKHER	JANET GRANT	LORRAINE MANOIM	MICHAEL LYN			
GERALD BOLT	JASMINE COLIBABA	LORRAINE McKEE	MICHELINA MOSCONE			
GERTRUDE KNIGHTON	JEAN DUCK	LOUISA D'COSTA	MIMI LEE			
GINA TAYUCON	JENNIFER FREDOVITCH	LUZ BONNIN	MIN SUN			
GISELA VAN STEEN	JOAN MILLAR					

*Thank
You*

HELP CREATE HAPPY SENIOR MOMENTS

About 1.4 million elderly Canadians said they were lonely in 2016, as reported by Statistics Canada. In fact, those 80 and over were lonely 80% of the time.

As more and more seniors find themselves painfully lonely and isolated because they've lost their loved ones and adult children lead their own lives, NYSC strives to bring them joy—every single day.

How about you? How far would you go to make a senior smile today?



HERE ARE SOME WAYS YOU CAN HELP

Make a Single Gift

Donating has never been easier: in person, online or by phone.



Make a Monthly Gift

Enhance the lives of seniors in your community every month with a secure, automatic credit card payment.



Say "Thank You"

Make a gift in the name of an NYSC staff member who has made a difference in your own life.



Share Your Story

By telling others how NYSC helped you personally, you can encourage others to get involved.



Join An Event

Join or sponsor NYSC Challenge, Giving Tuesday or our signature "Better With Age" event.



Leave a Legacy Gift

Bequests of tangible assets and RRSPs will help NYSC plan for the future of North York seniors.



The Gift of Your Time

We have a variety of rewarding volunteer opportunities to suit your availability and skills.



Make a Tribute Gift

A significant way to remember a loved one or celebrate a special occasion.



Your Own Fundraiser

Don't want gifts on your birthday or a holiday? Ask friends and family to donate to NYSC instead.



VOLUNTEER SERVICE AWARDS

2017 ONTARIO VOLUNTEER SERVICE AWARDS

Carleen Adler..... 5 years
Earlene Lord..... 5 years
Helen Prebble 10 years
Nila Mukerji..... 10 years
Richard Simon
De Castro 10 years
Shirley Murray 15 years

STAFF SERVICE AWARDS

20 Years of Service

Candace Thomson
Edna Bumanglag

15 Years of Service

Sharon Gold
Bevon Boothe
Marlene Rafanan

10 Years of Service

Celerina Marzan
Dorrett Williams
Remilyn Campos
Lloyd Lee

5 Years of Service

Rita Gulli
Nerissa Calonzo
Ailene Marcelino
Sevda Niftaliyeva
Min (Betty) Sun



ACTIVE LIVING CENTRE & VOLUNTEER SERVICES

21 Hendon Avenue,
North York, ON M2M 4G8

Tel (416) 733-4111

Fax (416) 733-1858

A DAY AWAY CLUB & SENIOR CARE

80 Sheppard Avenue
North York, ON M2N 1M2

Tel (416) 733-4111

Fax (416) 225-9867

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 facebook.com/nyscentre

 twitter.com/nyscentre

 linkedin.com/company/north-york-seniors-centre

 pinterest.com/NYSCentre/

Charitable # 11906 2545 RR0001

Enhancing Lives

North York Seniors Centre operates with funding from:



Employment and
Social Development Canada

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